

TRAVEL PAY OPERATIONS CONTACT LIST:

General Information Number
1-888-332-7366

Chief, Travel Pay Division
(317) 510-4115

Fax Numbers
Reserve (317) 510-4124
Reserve (317) 510-4143
Contingency (317) 510-4351
Active (317) 510-6213

Mailing Address
Travel Pay Operations
Dept. 3700
8899 E. 56th St.
Indianapolis, IN
46249-3700

TRAVEL PAY OPERATIONS VISION

*We are committed to provide
the most cost effective and
timely travel payments for
our customers.*



Keeping Customers Informed!!

Emailed travel inquiries can be sent to DFAS-IN.Travel@dfas.mil

Customers may also send a complete scanned in travel voucher to
TravelOpsn@dfas.mil

TRAVEL PAY BULLETIN



**DEFENSE FINANCE
AND
ACCOUNTING
SERVICE
INDIANAPOLIS
CENTER**

**TRAVEL PAY
OPERATIONS**

TRAVEL PAY BULLETIN #1

The Directorate for Network Operations processes TDY, PCS, and DITY travel.

The travel voucher that you submit represents money in your bank account. We want you to receive your travel payments in a timely manner. The primary way for you to ensure this happens is to fill out your travel voucher (DD-1351-2) correctly.

SUBMITTING VOUCHER

You should submit your voucher within five days of completing your travel. A complete travel package includes:

DD Form 1351-2 and

Two copies of:

- Orders
- Amendments (if issued)
- Statement of non-availability (if required)
- Lodging receipts
- Any receipts over \$75.00

OUR GOAL

TO MAKE ALL TRAVEL PAYMENTS
WITHIN 10 WORK DAYS FROM
OUR DATE OF RECEIPT !!!!!!

The following check list should help us in this endeavor:

- 1) Sign your voucher.
- 2) Submit your voucher with attachments stapled to voucher.
- 3) Do not staple more than one voucher with attachments together.
- 4) Double check your voucher to ensure all information is correct.
- 5) Provide a day-time phone number.
- 6) Keep a copy of your voucher for reference.
- 7) Mail completed voucher to DNO Travel Pay Division.



REQUESTING ADVANCE

To request a travel advance you should fax a copy of your orders and include a cover sheet with name, address, and current phone number. American Express cardholders are not entitled to government disbursed advances.

Cardholders should get advances from an Automated Teller Machine (ATM).

SIGNING UP FOR EFT

EFT payment is mandatory for federal payments including travel settlements for military and civilian travel.

If you are not already signed up for EFT, complete an SF 1199A and either mail or fax it to the Travel Pay Division. Do not send a copy of your canceled personal check.

The SF 1199A - available from your bank - will have the complete and correct information that is required to send your travel settlement via EFT.

CUSTOMER INQUIRIES

If you have questions concerning your travel payment or need additional information, please call a customer service representative.



TRAVEL PAY BULLETIN #2

ADVANCES



Q. HOW DO I GET AN ADVANCE?

Fax one copy or mail two copies of your orders to DNO. Include a cover sheet requesting an advance with your name, address and day-time phone number. If you do not have EFT, also include a completed SF 1199A.

Q. WHERE DO I FAX OR MAIL THE ORDERS?

Fax Number

Reserve (317) 510-4124

Reserve (317) 510-4143

Contingency (317) 510-4351

Active (317) 510-6213

Mailing Address

Travel Pay Operations

Dept. 3700

8899 E. 56th St.

Indianapolis, IN 46249-3700

Q. WHEN SHOULD AN ADVANCE BE REQUESTED?

An advance can be requested anytime prior to travel but will not be processed until 10 days prior to departure. American Express cardholders are not entitled to advances except in rare instances.

Q. HOW ARE ADVANCES COMPUTED?

Advances are limited to 80% of Lodging, Meals and Incidentals (MIE) and 100% of miscellaneous expenses (i.e. rental car).

Q. WHERE DO I CALL FOR QUESTIONS?

If you have questions concerning your travel payment or need additional information, please call a customer service representative at:

1-888-332-7366



TRAVEL PAY BULLETIN #3

ACCRUALS

Q. WHAT IS AN ACCRUAL/PARTIAL PAYMENT?

An accrual is a partial payment of TDY expenses incurred when on long-term TDY (over 60 days but normally less than 139 days). Orders over 139 days are normally PCS.

Q. WHEN SHOULD ONE REQUEST AN ACCRUAL?

An accrual should be requested after 30 days of TDY have elapsed. Each request for an accrual should indicate the 30 day period being requested : 1st, 2nd. A final settlement is required upon completion of travel and it is at that time when advances will be collected.

Q. HOW WOULD ONE COMPLETE THE PAPERWORK?

The top of the DD 1351-2 must read “##Accrual”. Complete blocks 1-10 with the required information. Block 15 (Itinerary) should begin with the 1st TDY day through the 30th day. Block 16 must reflect the expenses for the 30 days (lodging, rental car, etc.). If a control number has been issued by the billeting office for use of commercial meals and/or lodging, it should also be placed in block 16. For subsequent accruals, please attach a copy of all previous payment vouchers.

Q. WHAT DOCUMENTS ARE REQUIRED?

A DD 1351-2 form marked “ACCRUAL” with two copies of: orders, lodging receipts and any items of expense in excess of \$75.00.

Q. WHERE DO I CALL FOR QUESTIONS?

If you have questions concerning your travel payment or need additional information, please call a customer service representative at:

1-888-332-7366



TRAVEL PAY BULLETIN #1

SUPPLEMENTAL



Q. WHAT DO I DO WHEN I FEEL I'VE BEEN PAID IN ERROR?

When it is suspected that an error and/or omission has been made in the payment of a travel voucher, please call our Travel Customer Service representative. They will provide you with an explanation of the payment you received.

1-888-DFAS-DNO

Q. WHAT DO I DO WHEN AN ERROR OR OMISSION HAS OCCURRED?

When an error or omission has occurred, whether our fault or yours, you need to submit a supplemental claim.

Q. HOW DO YOU PREPARE A SUPPLEMENTAL CLAIM?

The supplemental claims must include:

- a. A DD1351-2 marked SUPPLEMENTAL. Provide a full explanation of the item(s) of expense in question on the revised DD1351-2 or on a separate sheet of paper.
- b. A copy of the payment voucher in question
- c. A copy of the initial DD 1351-2 and continuation sheets.
- d. Two copies of the orders and amendments.
- e. A copy of all supporting documentation applicable to the supplemental claim. If not available, provide a written statement attesting to the accuracy of items claimed for which no receipt is available. Statements should reflect, as a minimum, the same information that would have been on the receipt had it been available.

Q. WHAT DOCUMENTATION WILL I RECEIVE?

If an error or omission did occur, you will receive an additional payment. If no error was found, you will receive a letter explaining reason why additional payment can not be made.



TRAVEL PAY BULLETIN #5

SETTLEMENTS



Q. HOW DO I GET REIMBURSED FOR TRAVEL?

To get reimbursed for travel expenses, you must submit a DD 1351-2.

Q. WHEN SHOULD I SUBMIT THE TRAVEL VOUCHER?

You should submit your DD 1351-2 within **five days** of completing travel.

Q. WHAT DOCUMENTS ARE REQUIRED?

The basic travel package includes:

- a. DD Form 1351-2
- b. Two copies of your orders and amendments (if any)
- c. The original and two copies of lodging receipts.
- d. The original and two copies of all receipts over \$75.00

Q. WHERE DO I MAIL MY SETTLEMENT VOUCHER?

Prior to mailing your voucher, please:

- a. Sign your voucher.
- b. Submit your voucher with attachments stapled to voucher.
- c. Do not staple more than one voucher with attachments together.
- d. Double check your voucher to ensure all information is correct.
- e. Provide a day-time phone number.

Q. WHERE DO I CALL FOR QUESTIONS?

If you have questions concerning your travel payment or need additional information, please call a customer service representative at:

1-888-332-7366

Mailing Address

**Travel Pay Operations
Dept. 3700
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Indianapolis, IN 46249-3700**

TRAVEL PAY BULLETIN #6

Highlights of Settlement Voucher Preparation

5 Key Items:

1. Sufficient Copies of Orders & Supporting Documents.

2. Claim all Previous Payments. All Adv(s) Paid by Finance? Or Indicated "NONE."

3. Complete Itinerary, Reimbursable Expenses, & POC Travel.

4. Claimants Signature & Date.

2 Copies of Additional Documents as Required:

2 Copy of Advance (DD 1351) (If any)

Original & 2 Copy of Receipts over \$75.00 Plus Lodging

2 Copies of orders

DD 1351-2

2 Copies of Additional Documents as Required:

- Statements of Non-Availability
- Receipts (Not the Ticket) for unused portions of airline tickets.
- Leave Form

TRAVEL PAY BULLETIN #7

Highlights of Advise of Payment Voucher

TRAVEL VOUCHER		DO VOUCHER NO #####																					
PAYMENT FOR TDY SETTLEMENT		PAID BY DISBURSING OFFICE NAME LOCATION PAYMENT DATE DSSN																					
PAYEE'S NAME AND ADDRESS #####																							
PAYEE LAST NAME, FIRST, MI LAST, FIRST MI		RANK OR GRADE ###	SOCIAL SECURITY NUMBER ###-###-####																				
ORGANIZATION AND STATION ##### TRAVEL ORDER ##### #####																							
CHECK/EFT TRACER NUMBER ****-*****		AMOUNT PAID \$000.00	EFT ENT DATE #####																				
POV MILES TDY PERIOD #####-#####		TDY SETTLEMENT MEMO ENTRIES <table> <tr> <td>TOTAL PER DIEM</td> <td>\$000.00</td> </tr> <tr> <td>MILEAGE/TRANS ALLOW</td> <td>\$000.00</td> </tr> <tr> <td>REGISTRATION FEES</td> <td>\$000.00</td> </tr> <tr> <td>REIMBURSABLE EXP</td> <td>\$000.00</td> </tr> <tr> <td>TOTAL ENTITLEMENTS</td> <td>\$000.00</td> </tr> <tr> <td>PARTIAL PAYMENT DEDUCTED</td> <td>\$000.00</td> </tr> <tr> <td>TRAVEL ADVANCE DEDUCTED</td> <td>\$000.00</td> </tr> <tr> <td>GOVT CHARGE CARD PAYMENT</td> <td>\$000.00</td> </tr> <tr> <td>TDY SETTLEMENT</td> <td>AMOUNT PAYABLE</td> </tr> <tr> <td></td> <td>\$000.00</td> </tr> </table>		TOTAL PER DIEM	\$000.00	MILEAGE/TRANS ALLOW	\$000.00	REGISTRATION FEES	\$000.00	REIMBURSABLE EXP	\$000.00	TOTAL ENTITLEMENTS	\$000.00	PARTIAL PAYMENT DEDUCTED	\$000.00	TRAVEL ADVANCE DEDUCTED	\$000.00	GOVT CHARGE CARD PAYMENT	\$000.00	TDY SETTLEMENT	AMOUNT PAYABLE		\$000.00
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<small>*FIRST AND LAST DAY OF TRAVEL @75% OF M&IE</small>																							
REIMBURSABLE EXPENSE																							
PARKING IN/AROUND MILAGES																							
TOTAL \$000.00																							
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REIMBURSABLE EXPENSE DETAIL																							
DISALLOWANCE EXPLANATION																							



TRAVEL PAY BULLETIN #8

VOUCHER RETURN POLICY



NO TRAVEL ORDERS; WRONG TRAVEL ORDERS OR AMENDED TRAVEL ORDERS; SIGNATURE MISSING FROM TRAVEL VOUCHER -

1. Call customer.
2. Annotate Block #3 (date/time).
3. Customer FAX Travel Orders to technician.
4. Hold voucher one business day.
5. Fax not received, return documents to the customer.

TDY 12 HOURS OR LESS -

1. When No payment is due, return documents to the customer.
2. When Payment is due, pay mileage & actual cost of reimbursable meals.

TRAVEL ITINERARY INCORRECT -

- A. Location - Does not match Travel Orders, return documents to the customer.
Exception: Variation in travel authorized on orders and 7 day prior/after date on TDY Orders.
- B. Dates - Travel Voucher Dates are inconsistent with Travel Orders, return documents to the customer.
- C. Mode of Travel - Pay Mileage Reimbursement if Block 18 is marked; otherwise, pay all other entitlements.

ACCOUNTING PROCESSING CODE (APC) MISSING -

FISCAL STATION NOT SERVICED BY THIS OFFICE -

1. Forward to appropriate organization.
2. Organization not known return voucher to customer.

SOCIAL SECURITY NUMBER ON TRAVEL ORDERS DO NOT MATCH TDY SETTLEMENT VOUCHER -

VERBAL CONFIRMATION (DEPARTED BEFORE TRAVEL ORDER ISSUE) -

Missing date on Vocal Orders, return Travel Voucher to customer.

ANNEXE ONLY PAYABLE ENTITLEMENT -

Return all other annex orders to customer for amending.